

<b>Notice of References Cited</b>	Application/Control No. 10/664,797		Applicant(s)/Patent Under Reexamination NEUBERGER ET AL.	
	Examiner THOMAS MANSFIELD		Art Unit 3623	Page 1 of 1

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-2003/0033233	02-2003	Lingwood et al.	705/36
*	B	US-6,859,785	02-2005	Case, Amy	705/36R
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

#### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Mechling et al, "Defining and Measuring Success In Canadian Public Sector Electronic Service Delivery", Issue Paper Prepared for Discussion and Debate at Lac Carling V, April 24, 2001
	V	Spears et al, "Citizens First 2000", Public Sector Service Delivery Council and The Institute of Public Administration of Canada, 2001
	W	Brignall et al, "An institutional perspective on performance measurement and management in the 'new public sector'", Management Accounting Research, 2000, 11, 281-306
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.